

HEWLETT-PACKARD COMPANY
Intellectual Property Administration
P. O. Box 272400
Fort Collins, Colorado 80527-2400

PATENT APPLICATION

ATTORNEY DOCKET NO. 30005991-2

IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

O P E SEP 30 2005
Inventor(s): Marianne Hickey

Confirmation No.: 7400

Application No.: 09/994,915

Examiner: Cheryl M. Reid

Filing Date: 11/27/2001

Group Art Unit: 2142

Title: ENHANCEMENT OF COMMUNICATION CAPABILITIES

Mail Stop Amendment
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Sir:

This Information Disclosure Statement is submitted:

() under 37 CFR 1.97(b), or
(Within three months of filing national application; or date of entry of national application; or before mailing date of first office action on the merits; whichever occurs last)

(X) under 37 CFR 1.97 (c) together with either a:
() Statement under 37 CFR 1.97(e), or
(X) a \$180.00 fee under 37 CFR 1.17(p), or
(After the CFR 1.97 (b) time period, but before final action or notice of allowance, whichever occurs first)

() under 37 CFR 1.97 (d) together with a:
() Statement under 37 CFR 1.97(e)(1) or (2), and
() a \$180.00 fee set forth in 37 CFR 1.17(p).
(Filed after final action, a notice of allowance, or or before payment of the issue fee)

Please charge to Deposit Account 08-2025 the sum of \$180.00. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25.

(X) Applicant(s) submit herewith Form PTO 1449 - Information Disclosure Statement together with any required copies of patents, publications or other information of which applicant(s) are aware, which applicant(s) believe(s) may be material to the examination of this application and for which there may be a duty to disclose in accordance with 37 CFR 1.56.

() A concise explanation of the relevance of foreign language patents, foreign language publications and other foreign language information listed on PTO Form 1449, as presently understood by the individual(s) designated in 37 CFR 1.56 (c) most knowledgeable about the content is given on the attached sheet, or where a foreign language patent is cited in a search report or other action by a foreign patent office in a counterpart foreign application, an English language version of the search report or action which indicates the degree of relevance found by the foreign office is listed on form PTO 1449 and is enclosed herewith.

It is requested that the information disclosed herein be made of record in this application.

() I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450. Date of Deposit: _____

Respectfully submitted,

Marianne Hickey

By Randy A. Noranbrock
Randy A. Noranbrock

Attorney/Agent for Applicant(s)
Reg. No. 42,940

Date: 11/30/2005

Typed Name:

Signature: _____

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INFORMATION DISCLOSURE
CITATION IN AN



APPLICATION
PTO-1449)

ATTY. DOCKET NO.
1509-247

SERIAL NO.
091994,915

APPLICANT
HICKEY, Marianne et al

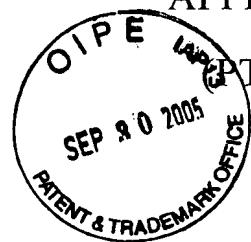
FILING DATE
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GROUP
2142

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(PTO-1449)

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						Yes	No
SEP 9 0 2005 PATENT & TRADEMARK OFFICE	WO 98/37687 A1	08/27/1998	WIPO			Yes	No
	WO 98/59461 A2	12/30/1998	WIPO			Yes	No
	WO 99/18514 A1	04/15/1999	WIPO			Yes	No
	WO 00/03329 A1	1/20/2000	WIPO			Yes	No
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	WO 01/24092 A1	04/05/2001	WIPO			Yes	No
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	Neff, Todd, The Multimedia Contact Center: Corporate Façade or Human Face? Page 1. By Todd Neff, The Murrow Center. April 10, 2000 http://itc.mit.edu/rpcp/Pubs/Theeses/neff.pdf

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.

INFORMATION DISCLOSURE CITATION IN AN APPLICATION				ATTY. DOCKET NO. 1509-247	SERIAL NO. 09/994,915	
O I P E PTO-1449) SEP 9 0 2005 PATENT & TRADEMARK OFFICE				APPLICANT HICKEY, Marianne, et al		
				FILING DATE 11/27/2001	GROUP 2142	
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	WO 01/24092 A1	04/05/01	WIPO			Yes No
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